

Department of Mental Health & Addiction Services

GENERAL ASSISTANCE BEHAVIORAL HEALTH PROGRAM

Frequent Asked Questions (FAQs) #1 – Transition 2005

After thorough review and evaluation of proposals received in response to an RFP, DMHAS awarded the right to negotiate the ASO contract to Advanced Behavioral Health, Inc. (ABH). This contract will begin July 1, 2005 and will enable DMHAS to further enhance access and outcomes for GA clients through integrated administrative and management services. As part of the active transition process, the following responses are provided to questions raised:

1. Please provide details about the hours of operation for pre-certs, reviews, and transition process for clinical authorization.

The table below illustrates the change in hours of operation for telephonic pre-certification of services that will be effective 7/1/05.

	Current		Post 7/1/05	
	Hours of Operation	Days/Wk	Hours of Operation	Days/Wk
Pre-certifications	8:00am – 6:00pm	7	24 hours a day	7
Continued Stay Reviews	8:00am – 5:00pm	Monday - Friday	8:00am – 5:00pm	Monday - Friday

Providers with access to the ABH Electronic Registration System (ERS) may continue to obtain authorizations and enter discharge notifications 24 hours/day. Any authorizations issued prior to 7/1/05 for dates of service after 7/1/05 will remain in effect. The phone number for the GA Behavioral Health Program will remain 1-800-606-3677.

2. How will claims be processed during the transition?

Advanced Behavioral Health, Inc (ABH) will assume full responsibility for claims operations on Friday, 7/1/05. During the transition, claims will be processed as follows:

- Any claims **received on or before 6/30/05** by ValueOptions, regardless of the method of submission, will be processed by ValueOptions. Electronic batch-file submission via ValueOptions website link will terminate on 6/30/05 at 11:00pm.
- Any claims submitted on or after 7/1/05 must be submitted to Advanced Behavioral Health, Inc.,** regardless of the submission method or dates of service.

3. Will ABH be able to accept claims submitted electronically on 7/1/05?

YES. The table seen below highlights current processes and those planned for 7/1/05:

	ValueOptions	ABH
Claims Submission Methods	<ul style="list-style-type: none"> Paper Single data-entry (via use of VO EDI Software) Batch file (via web link) 	<ul style="list-style-type: none"> Paper Single data-entry (via use of web-based system) Batch file (via web link)
Additional equipment needed	<ul style="list-style-type: none"> VO EDI Software needed for single-claims entry Internet access 	<ul style="list-style-type: none"> No additional software needed Internet access
Data requirements	<ul style="list-style-type: none"> HIPAA-compliant standardized code set for batch file submissions Single-data entry system with some initial loading of provider & client information 	<ul style="list-style-type: none"> Will use identical file format for batch file submissions Single-data entry system enhanced to minimize data requirements
Explanation of Payment (EOP) Codes	<ul style="list-style-type: none"> Use of unique VO-specific codes Use of HIPAA-compliant claims remark codes 	<ul style="list-style-type: none"> No change in EOP or claims remark codes

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The ability to offer single-claims data entry via a secure web-based application assists providers by eliminating the need for periodic software updates. Maintaining the same batch file submission formats and explanation of payment/claim remark codes avoids the need for reprogramming of provider's systems. Additional information about obtaining access for electronic claims submission to ABH will be made available in future FAQs.

4. Will Providers still be able to check claims status via the Internet?

YES. Starting 7/1/05, Providers will be able to check claims status via the ABH website using an individual login/password. Additional information about obtaining a login/password will be made available in future FAQs.

5. Will my current Provider and Vendor Identification Numbers change on 7/1/05?

NO. There will be no change to Provider and Vendor Identification numbers.

6. Will there be any change in the procedure codes currently in use?

NO, there will not be any change to current GA Behavioral Health Program procedure codes.

7. Will informational meetings be held prior to 7/1/05 to explain additional details of the transition?

Provider Forums are being planned for Monday 5/23/05 and Thursday 5/26/05 at Connecticut Valley Hospital, Lee Auditorium in Middletown, Connecticut. Further information about these important trainings will be forwarded to providers in late April. Additional resource documents, including Provider Manuals, will be available at these forums.

8. Who can I notify if I have questions about the transition?

Please feel free to submit your questions via email to Debbie O'Coin at GATransition@abhct.com. Questions may also be submitted via fax to (860) 704-6145, Att: GA Transition. If you would like to add your name to the email distribution list for Transition information and updates, please send an email to GATransition@abhct.com.